



U.S. General Services Administration

GSA Fleet Drive-thru File Transfer Protocol (FTP) Monthly Mileage Upload Tool USER MANUAL

Second Edition

May 2018



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GSA Fleet Drive-thru FTP Monthly Mileage Upload Tool

Introduction

The FTP Monthly Mileage Upload Tool is an enhancement to the FTP mileage reporting process. Instead of e-mailing mileage files to GSA every month, users can now upload mileage files using the Java-based tool in [GSA Fleet Drive-Thru](#) and then view the results in real-time.

While the tool is not meant to be used in place of other automated reporting options (e.g., DESC/GORP), the FTP customers will be able to reap its benefits. Customers who find their needs have changed and are looking for a more efficient way of reporting their mileages other than using Mileage Express should try the FTP Monthly Mileage Upload Tool.

Aside from its convenient placement within [GSA Fleet Drive-Thru](#), where an array of Agency fleet data can be queried, the Monthly Mileage Upload Tool offers the following benefits to its users:

- Enables users to upload mileage files 24/7 and view the results in real-time.
- Alerts users to invalid/questionable entries, so they may make corrections and avoid rejected records (rejected records that remain uncorrected by the month-end result in estimate mileage readings).
- Allows users to more easily track discrepancies between mileages they reported and what FMS may have estimated as a result of invalid/questionable entries that were left uncorrected.
- Provides access for up to three (3) agency personnel to view the confirmation and exception reports.

The FTP Monthly Mileage Upload Tool is designed to be an efficient and robust mileage reporting option—enabling users to spend less time reporting their mileages and more time managing their fleet.

Please reference the steps described in this User Manual for instructional guidance. If you have any questions, please contact us at drivethruhelp@gsa.gov and put “FTP Assistance” in your email “Subject” line.



GSA Fleet Drive-thru FTP Monthly Mileage Upload Tool

I. Customer Set-up / Registration Process

If you are interested in taking advantage of the enhanced FTP process for submitting monthly mileages send an email to drivethruhelp@gsa.gov. If you are a new customer to the FTP reporting process, please indicate so and put “New Customer FTP Request” in your email subject line. Even if you are an established FTP customer, you will still need to register. Include the following information in the email:

1. The filename currently used when sending the FTP report to drivethruhelp@gsa.gov **OR** a request for a filename to be set up if you are a new user.
2. A confirmation that your email address can be assigned as the current, primary point of contact (POC) for submitting your monthly mileage report (this can be modified later if someone else takes over the responsibility). Additionally, up to two (2) secondary users can be listed, and cc’d in the email if they also wish to receive confirmation of the uploaded files and view the results.
3. The customer number that you use to log into [GSA Fleet Drive-Thru](#) **OR** a request to have one sent to you. If you currently do not have a customer number, you will need to provide GSA with an active GSA tag number for validation.

You will receive a response with any requested information, as well as a confirmation that the information provided was acceptable.

II. Formatting Your File

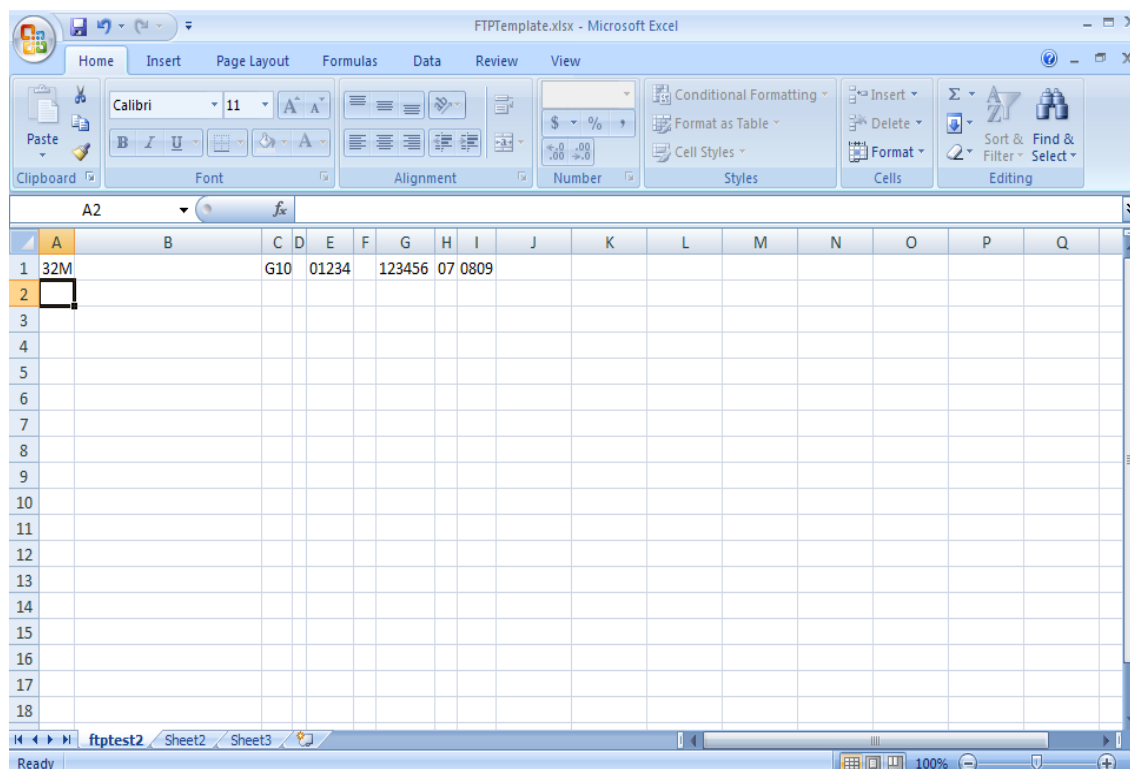
(If you are an existing FTP customer and are aware of how to format your file, please skip to the [“Uploading Your File”](#) section.)

Note: *The steps described in this section are not the only way to properly format an FTP file. If need be, please discuss how this can be done most efficiently with your IT and/or centralized billing support staff. Please refer to Appendix A for the precise technical requirements of formatting an FTP file.*

You will need the FTP template for this section. This document will be sent to you upon registration, or you can download the template by visiting the [gsa.gov FTP website](#) or you can email drivethruhelp@gsa.gov and request it.



Step 1: Open the FTP Template.xlsx file. FTPTemplate.xlsx



Step 2: Turn the CAPS LOCK on to ensure all letters entered are capitalized. Read over the following formatting requirements:

Column A: "32M"

Column C: Vehicle Class (ex: G10, G11)

Column E: Vehicle Tag (5 characters ex: 0583H, 0485K, 00349)

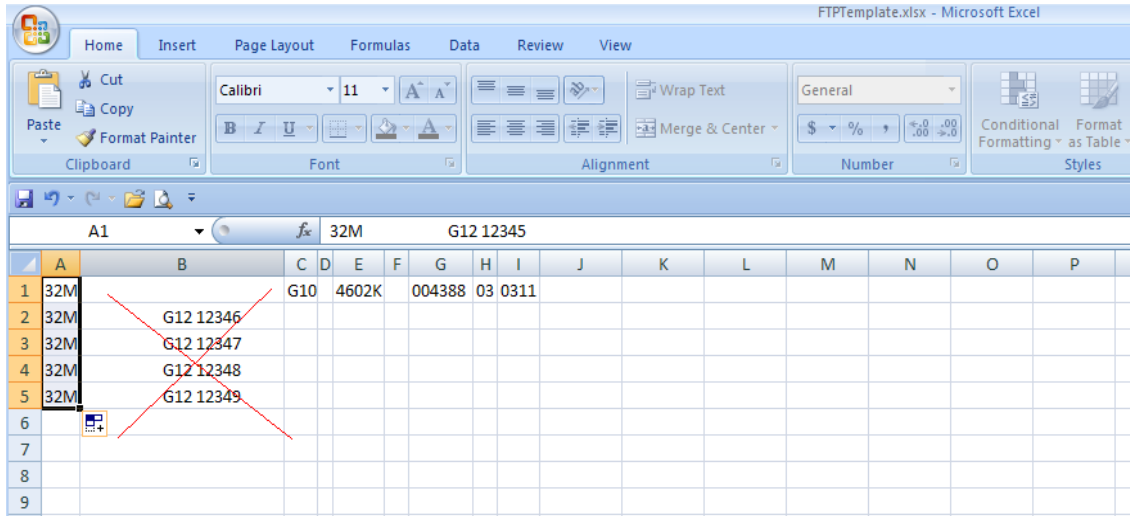
Column G: Reporting Mileage (Must contain ONLY 6 numbers, ex: if mileage is 452 it must contain leading zeros and read 000452)

Column H: Region (2 numbers, ex: 02, 09)

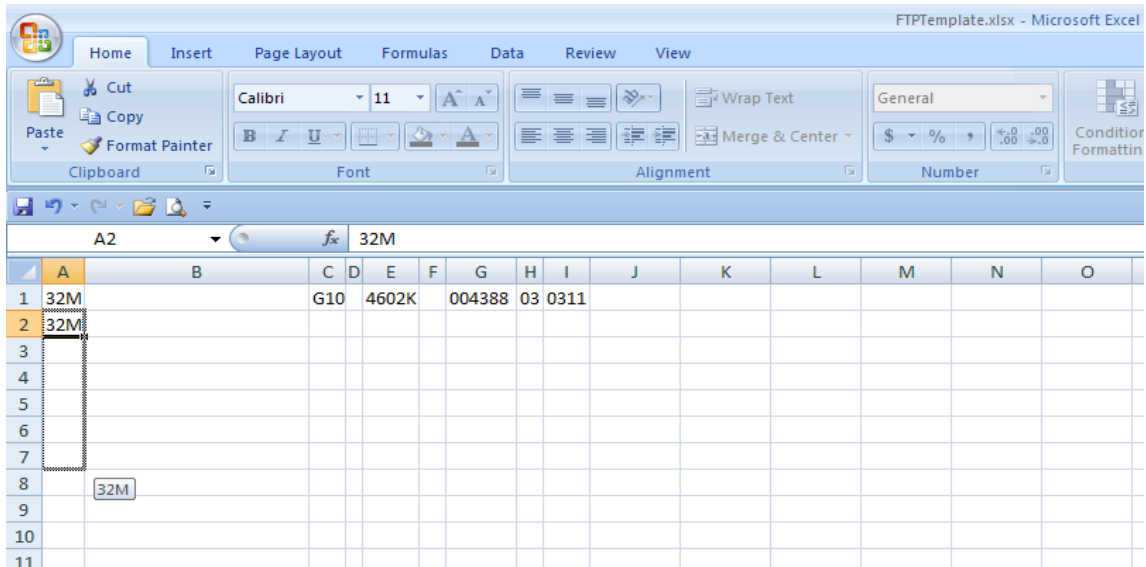
Column I: Current Month/Year (MMYY format, ex: 0418)

Note: You will only be allowed to enter data into Columns A, C, E, G, H, and I. You will not be allowed to select any other cells outside of these columns.

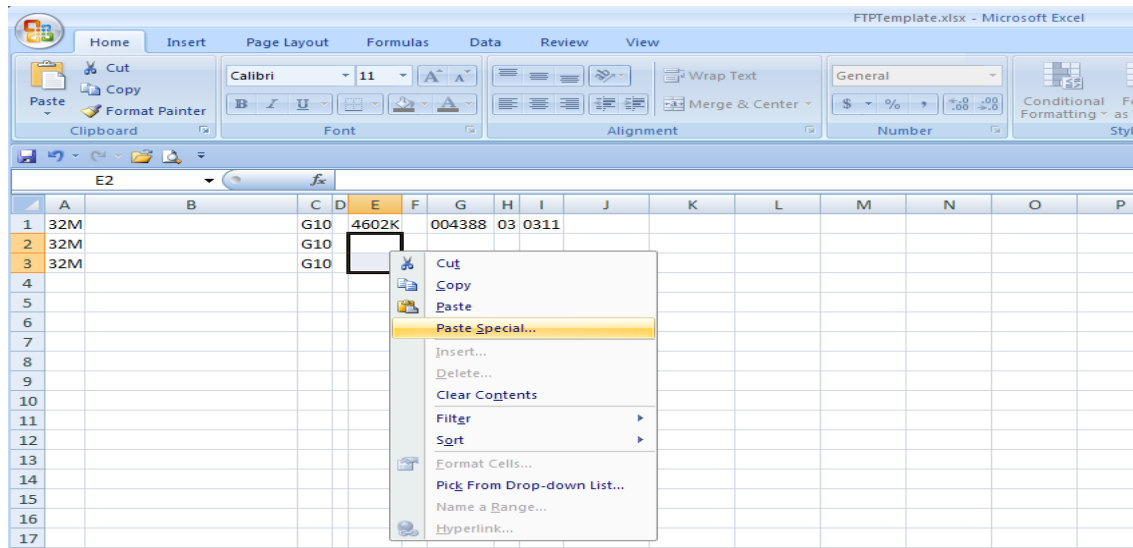
Step 3: Start by entering your records over the example record in Row 1 and continue downward. ***Be careful*** with dragging the “32M” in Column A downward as it will also drag the entire data in Row 1 if it also appears highlighted.



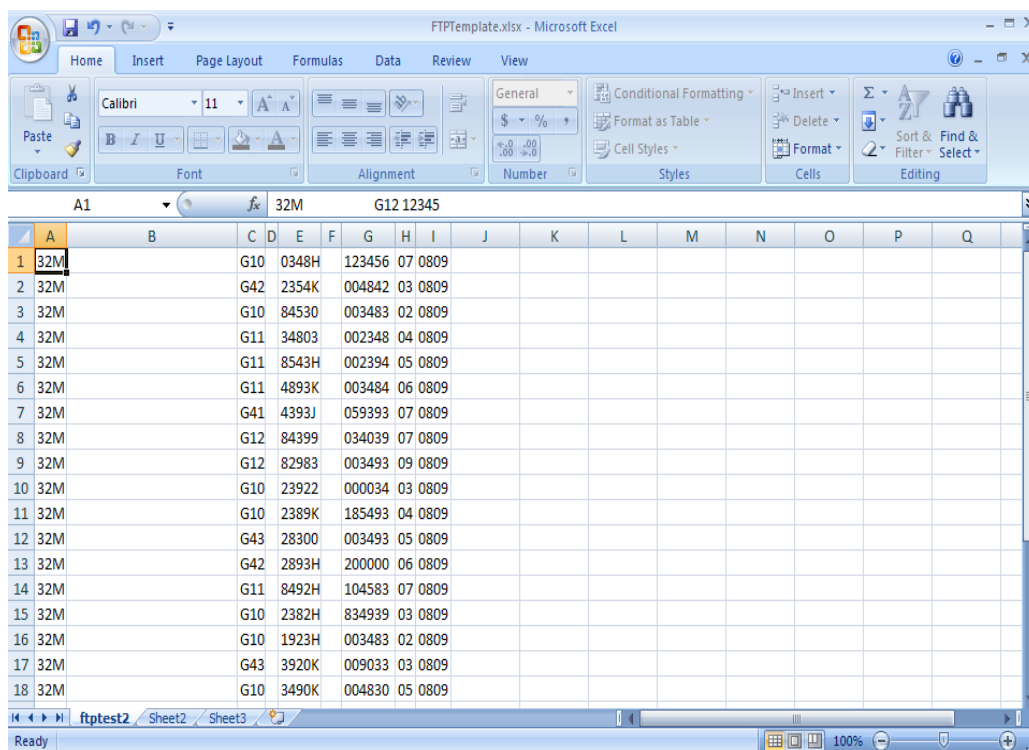
Step 4: Make sure only the “32M” is dragged down.

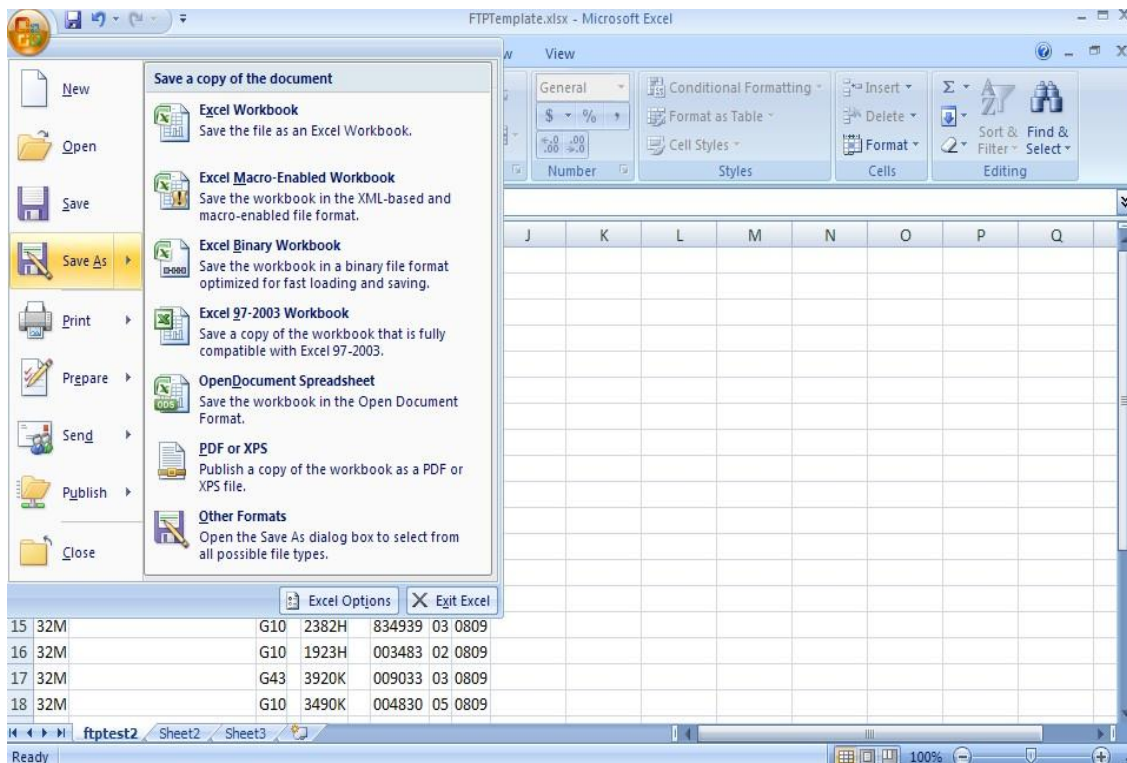


Note: If you cut/paste any data into the spreadsheet, right click where you'd like to paste the copied data and select "Paste Special."



Step 5: When you are finished entering your records, you're ready to save the file. Click File and then select "Save As."





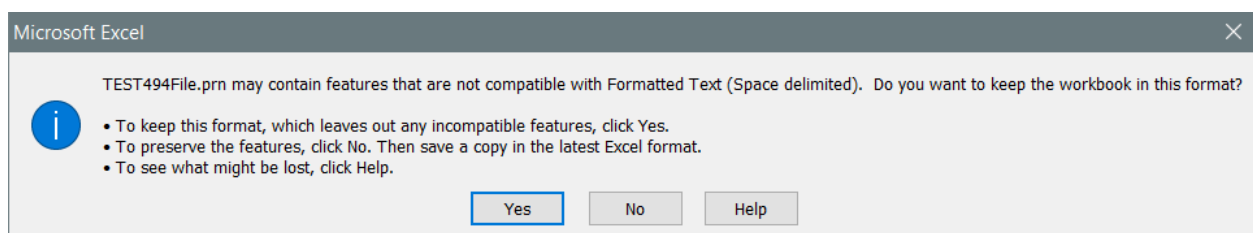
Step 6: After selecting “Save As” view the “Save as type” and select “Formatted Text (Space delimited) (*.prn)” to save your mileage data as a .prn file.

Formatted Text (Space delimited) (*.prn)

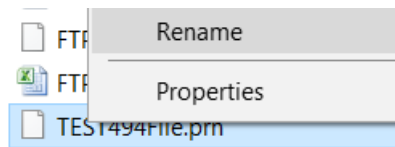
Step 7: Close your file, and now it is time to rename the file. Go to File Explorer and find your saved .prn file.

Step 8: Next, change the text from “FTPTemplate.prn” to your approved filename that was established upon registration (NASA494, HUDD494, etc.) to indicate that the file corresponds to your Agency’s mileage file. If you do not know your filename, contact us at drivethruhelp@gsa.gov.

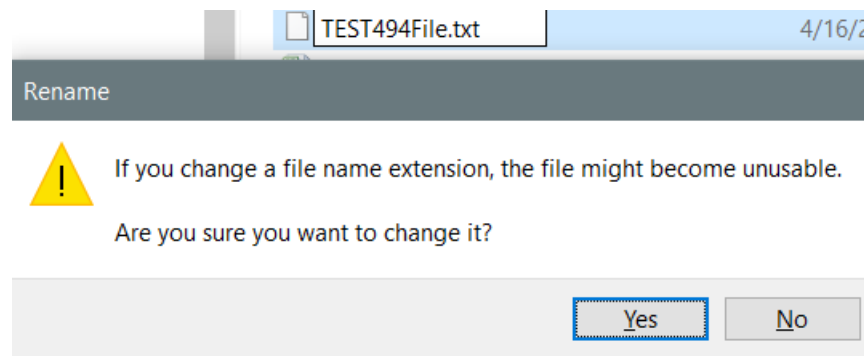
Step 9: Save the file to a drive folder location where you’ll remember to look on your computer. Next, once you select “Save” a box will appear then click “Yes.”



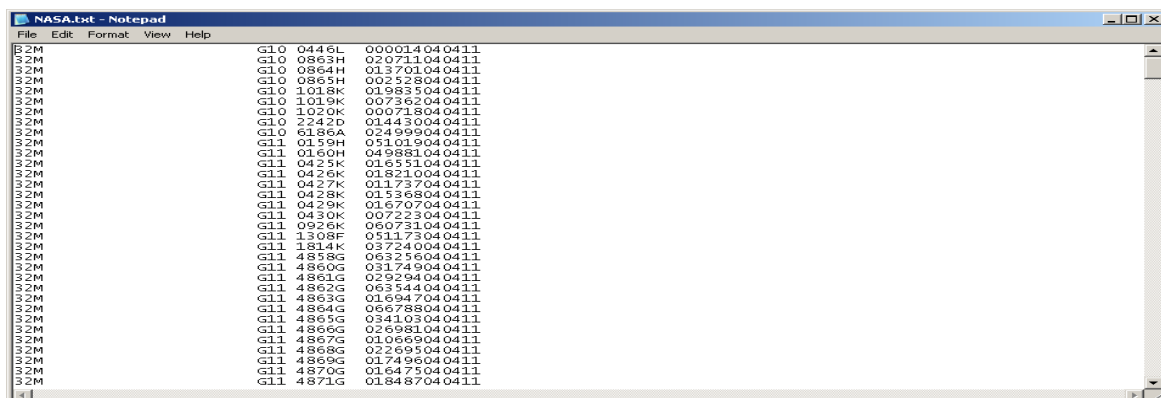
Step 10: Close your file then locate the file in the folder or on the desktop where it was saved and right click on the file name and select “Rename.”



Step 11: Highlight the “prn” and simply type “txt” to change your file back to a text file and click “Yes” when the Rename dialogue box appears.



Final Result: A properly formatted FTP File. *You can confirm the formatting requirements of your file by cross-referencing Appendix A of this manual.* Now you will be able to log-in to FTP Monthly Mileage Upload Tool via [GSA Fleet Drive-Thru](#), submit your mileage file, and view the results of the upload in real-time.



III. Uploading Your File

Step 1: Go to <https://drivethru.gsa.gov>.

Step 2: Select the “Login” button. If you’re a new GSA Fleet Drive-thru customer, please register by selecting the “New user? Register here” on the left side of the “Login” button.

New User? Register here

The screenshot shows the GSA Fleet Drive-thru website. At the top is a navigation bar with links: Defensive Driving Course, Find U.S. Alternative Fuel, Training, About Fleet, Contact Us, Help, New User? Register here, and Login. The main content area features a large image of a Ford Focus with the text "GSA Fleet Drive-thru Environmental Leaders". To the right of the image are three sections: "Driver Safety" with a car icon and text about reducing driver risk, "Fleet News - What's New" with a document icon and text about current offerings, and "Training" with a pencil icon and text about the training course library. At the bottom, there is a footer with "Related Sites" (GSA, Auto Auctions, AutoChoice, DRM, F.A.S.T.), "Other Interest" (Federal Vehicle Standards, FedFMS, STR, VCSS, VFE, USA.gov, Data.gov, Recovery.gov, Whitehouse.gov, Section508.gov), and a "GSA/FAS Asset and Transportation Management Helpdesk" box with hours of operation, phone number, and email address.

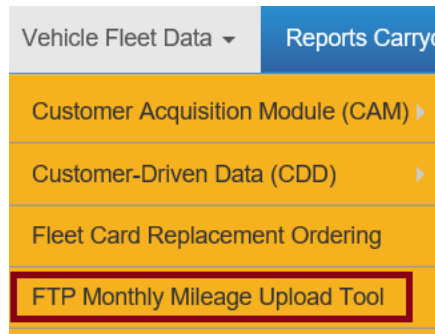
Note: Select the “Help” button for step-by-step instructions.

Step 3: Enter your “Email Address and Password,” and then click the “Log in” button to gain access to the GSA Fleet Drive-thru application. If you do know your password, select the “Reset/Forgot Password” link under the “Password.”

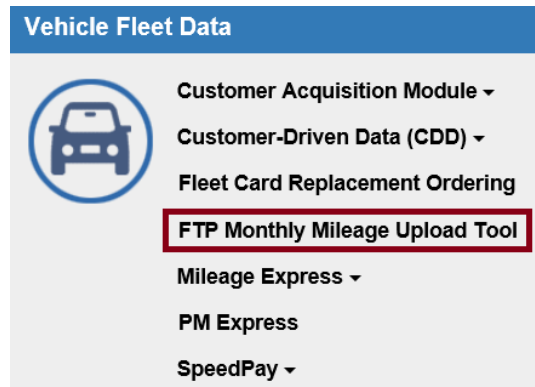
The screenshot shows the login form on the GSA Fleet Drive-thru website. It has a blue header with the word "Login" and a close button. Below the header are two input fields: "Email Address:" and "Password:". The "Password:" field has a "Reset/Forgot Password?" link next to it. At the bottom of the form is a blue button labeled "LOG IN".

Step 4: There are two ways you access the “FTP Monthly Mileage Upload Tool”:

1. Click the arrow next to the “Vehicle Fleet Data” menu on the menu bar and scroll down to select the “FTP Monthly Mileage Upload Tool” link; or



2. Click on the “FTP Monthly Mileage Upload Tool” link provided in the “Vehicle Fleet Data” menu block on the Main Menu.



Step 5: Click the “FTP Monthly Mileage Upload Tool” and notice there are two “*Required” fields (Agency ID which is the file name and the User Email Address) that you’ll need to fill out for the application to validate your credentials.

GSA Fleet Drive-thru

A screenshot of the 'FTP Monthly Mileage Upload Tool' form. The form has a blue header bar with the title 'FTP Monthly Mileage Upload Tool'. Below the header, there is a section titled 'Enter User Information' with a blue border. Inside this section, there are four input fields: 'Agency ID' (with 'GSAA' entered), 'User Email Address' (with 'robin.washington@gsa.gov' entered), 'FSR Email Address' (empty), and 'Agency Email Address' (empty). The 'Agency ID' and 'User Email Address' fields are marked with a red asterisk and the word 'Required' in red text. A blue 'Accept' button is located at the bottom of the 'Enter User Information' section. To the right of the 'Enter User Information' section, there is a button labeled 'Select FTP Mileage File to Upload' with a plus icon.

The FSR Email Address field is optional and can be used if/when you would like to share the results of your file upload with your FSR at GSA. It can also be used interchangeably as a carbon copy (cc) to someone else in your Agency to inform him or her of the results of your upload. The same goes for Agency Email Address field, which is also optional.

Step 6: Once you've entered the required (and any other optional) information click on "Accept" button so the Application can verify you are a valid user.

[Login Success: Validation successful](#)

Step 7: At this point, you have two options: you can reset who you'd like to receive the emails following your file upload by clicking on the "Reset" button or you can continue on to upload your file by choosing "Select FTP Mileage File to Upload."

FTP Monthly Mileage Upload Tool

Enter User Information

* Agency ID: DOIA

* User Email Address: robin.washington@gsa.gov

FSR Email Address:

Agency Email Address:

Accept Reset

* Required

+ Select FTP Mileage File to Upload

Step 8: Once you click on the "Select the FTP Mileage File Upload" option to upload your file a dialogue box will appear to allow you to locate your current month's mileage file saved on your computer. Once located, double-click on the "Open" button to upload the file. Your file will appear in the upload box.

Select FTP Mileage File to Upload

Upload FTP Mileage File

C:\fakepath\GSA494.txt

Step 9: Select the “Upload FTP Mileage File” button:

Upload FTP Mileage File

Step 10: Click on the “OK” button to initiate the upload process.

From gsauploadb.fas.gsa.gov

Are you sure you want to upload GSA494.txt?

OK

Cancel

As your file uploads you will see the following image:

Your file is uploading. Please do not close this browser while the upload is in process. You may minimize it at anytime.

Note: Depending on the size of your file it may take anywhere from 15-30 seconds.

After the upload is completed the file has either been rejected or uploaded successfully based on the format and credentials of the file, rather than the content. To verify if your file was successfully submitted to our system read what is displayed on screen in red font.

FTP Monthly Mileage Upload Tool

File upload unsuccessful due to the following formatting errors:
Illegal Record Length. Line No:= 1
Illegal Record Length. Line No:= 2
Illegal Record Length. Line No:= 3

Enter User Information

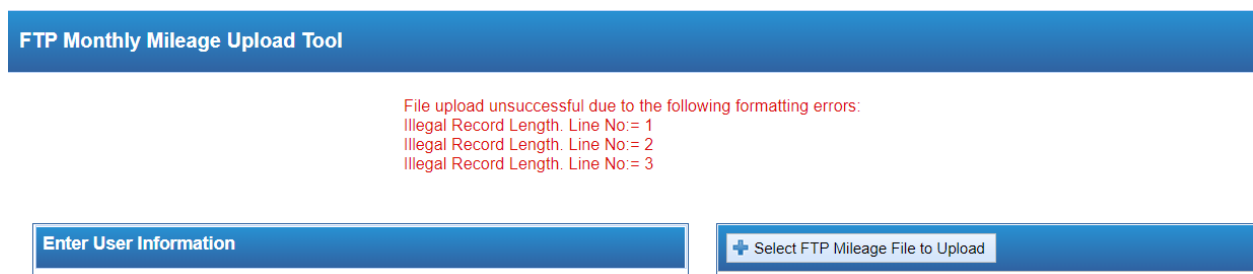
Select FTP Mileage File to Upload

There are generally three (3) different outcomes that occur and can be read on the screen following an upload. These outcomes are numbered and described below:

1. If you receive the error message “Invalid Directory Path...Please correct agency-id and retry and if the same error recurs, contact Central office. Failure: File Transfer Failed.” The upload

did not successfully transmit to our system due to an “Invalid Directory Path”. This error simply means you have not yet been registered for the current reporting month. You will only have to conduct the initial registration and will not have to repeat this process each month, but if this error does occur, please email us at drivethruhelp@gsa.gov and have us create your file’s DirectoryPath.

2. In some cases, the uploaded file will be rejected by our system due to the errors are seen due to “**Illegal Record Length.**” While the specific errors may vary, when this occurs, there are *formatting* issues with the file that was selected for the upload. You should refer to the resources mentioned earlier under “Formatting Your File” to make sure your file is structured correctly.



The screenshot shows the 'FTP Monthly Mileage Upload Tool' interface. At the top, a blue header bar contains the text 'FTP Monthly Mileage Upload Tool'. Below this, a red error message is displayed: 'File upload unsuccessful due to the following formatting errors: Illegal Record Length. Line No:= 1, Illegal Record Length. Line No:= 2, Illegal Record Length. Line No:= 3'. At the bottom, there are two blue buttons: 'Enter User Information' on the left and '+ Select FTP Mileage File to Upload' on the right.

3. In the last scenario, the file was successfully uploaded based on the format, but there remain errors with the *content* of what was reported. An error message may display “**File Uploaded with error records. To view these exceptions, please check your email. You will be able to correct these records and re-upload for processing.**” Due to the complex nature of system-to-system reporting as well as the possibility of user error, this is almost always the case. To view what our system accepted and rejected based on the *content* of your file upload, please check your email.

If any other errors occur with the upload that isn’t described in this section, please contact us at drivethruhelp@gsa.gov and we will be happy to assist you. Once your file has successfully uploaded, you can view the results in real-time. This functionality is explored further in “Viewing the Results of Your Upload.”

IV. Viewing the Results of Your Upload

As stated earlier, an indication that your upload was successful will display under the message box of the FMS Upload Application. More detailed results will also be sent to you in your email (as well as any others carbon copied) immediately following the upload. The email will be sent from 494mileage@gsa.gov, and we strongly encourage you to view the results.

By checking your email you will get a summary of the uploaded file. It will display the customer

494mileage@gsa.gov TEST-Upload of FMS494 records... - Dear GSA Fleet Customor 

From: <494mileage@gsa.gov>
Date: Wed, Apr 18, 2018 at 7:03 AM
Subject: TEST-Upload of FMS494 records...
To: robin.washington@gsa.gov
Cc: 494mileage@gsa.gov

Thank you.

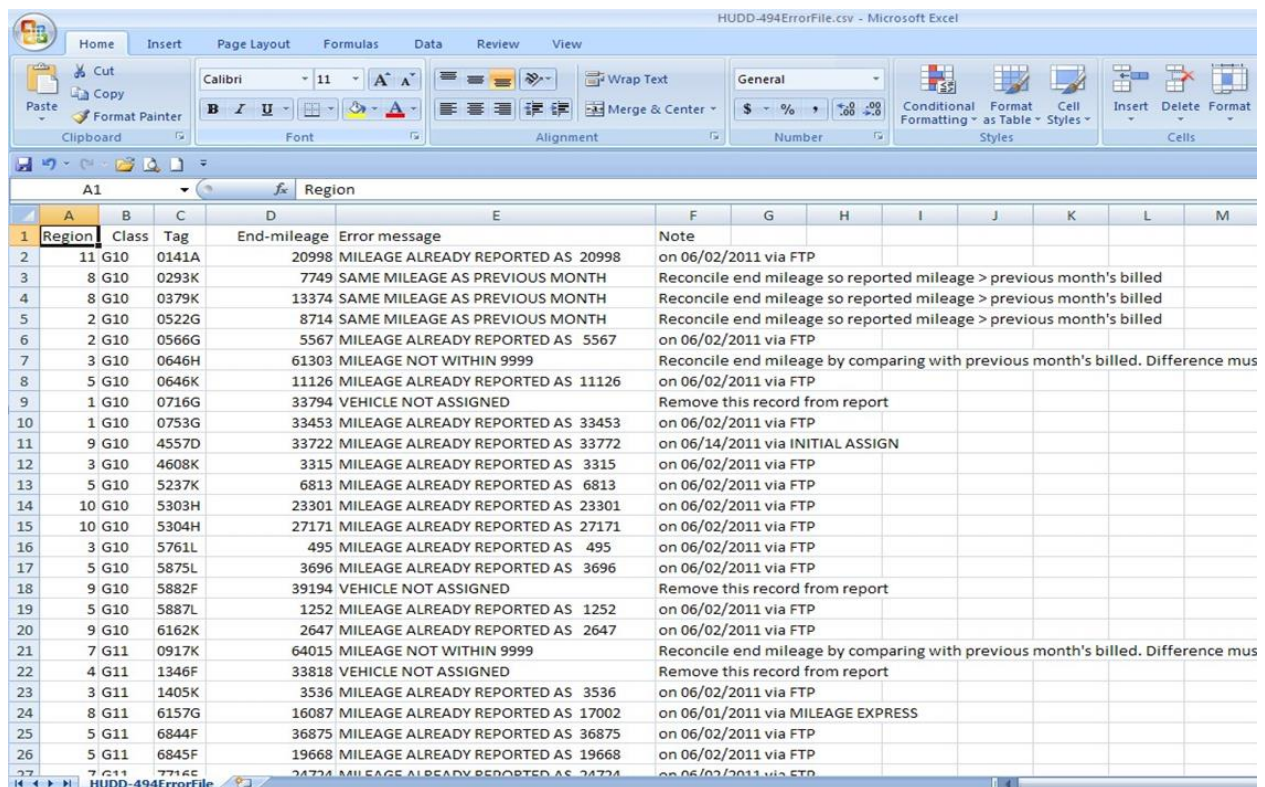
Project Name	Project User	Time (Hours)	Time (Days)	Time (Weeks)	Time (Months)	Time (Years)
Project A	Project User	1.00	0.04	0.01	0.00	0.00
Project B	Project User	1.00	0.04	0.01	0.00	0.00
Project C	Project User	1.00	0.04	0.01	0.00	0.00
Project D	Project User	1.00	0.04	0.01	0.00	0.00
Project E	Project User	1.00	0.04	0.01	0.00	0.00
Project F	Project User	1.00	0.04	0.01	0.00	0.00
Project G	Project User	1.00	0.04	0.01	0.00	0.00
Project H	Project User	1.00	0.04	0.01	0.00	0.00
Project I	Project User	1.00	0.04	0.01	0.00	0.00
Project J	Project User	1.00	0.04	0.01	0.00	0.00
Project K	Project User	1.00	0.04	0.01	0.00	0.00
Project L	Project User	1.00	0.04	0.01	0.00	0.00
Project M	Project User	1.00	0.04	0.01	0.00	0.00
Project N	Project User	1.00	0.04	0.01	0.00	0.00
Project O	Project User	1.00	0.04	0.01	0.00	0.00
Project P	Project User	1.00	0.04	0.01	0.00	0.00
Project Q	Project User	1.00	0.04	0.01	0.00	0.00
Project R	Project User	1.00	0.04	0.01	0.00	0.00
Project S	Project User	1.00	0.04	0.01	0.00	0.00
Project T	Project User	1.00	0.04	0.01	0.00	0.00
Project U	Project User	1.00	0.04	0.01	0.00	0.00
Project V	Project User	1.00	0.04	0.01	0.00	0.00
Project W	Project User	1.00	0.04	0.01	0.00	0.00
Project X	Project User	1.00	0.04	0.01	0.00	0.00
Project Y	Project User	1.00	0.04	0.01	0.00	0.00
Project Z	Project User	1.00	0.04	0.01	0.00	0.00



HUDD-494ErrorFile.csv

By opening the attachment, you will be able to view the records that were rejected by our system. This report is also known as error file or the exception report. In this case, 65/178 records were rejected as reported. As mentioned earlier, this is due to the *content* of the records rather than the layout of any particular record or the *format* of the entire file. These errors can be quite common, especially amongst first-time users.

The exception report contains the reported region (**Column A**), class (**Column B**), tag (**Column C**), and end-mileage (**Column D**) for each rejected record. It also lists the error message (**Column E**) as well as describes each error in more detail and suggests a course of action to take to reconcile the rejection (**Column F**).



	A	B	C	D	E	F	G	H	I	J	K	L	M
	Region	Class	Tag	End-mileage	Error message	Note							
2	11	G10	0141A	20998	MILEAGE ALREADY REPORTED AS 20998	on 06/02/2011 via FTP							
3	8	G10	0293K	7749	SAME MILEAGE AS PREVIOUS MONTH	Reconcile end mileage so reported mileage > previous month's billed							
4	8	G10	0379K	13374	SAME MILEAGE AS PREVIOUS MONTH	Reconcile end mileage so reported mileage > previous month's billed							
5	2	G10	0522G	8714	SAME MILEAGE AS PREVIOUS MONTH	Reconcile end mileage so reported mileage > previous month's billed							
6	2	G10	0566G	5567	MILEAGE ALREADY REPORTED AS 5567	on 06/02/2011 via FTP							
7	3	G10	0646H	61303	MILEAGE NOT WITHIN 9999	Reconcile end mileage by comparing with previous month's billed. Difference mus							
8	5	G10	0646K	11126	MILEAGE ALREADY REPORTED AS 11126	on 06/02/2011 via FTP							
9	1	G10	0716G	33794	VEHICLE NOT ASSIGNED	Remove this record from report							
10	1	G10	0753G	33453	MILEAGE ALREADY REPORTED AS 33453	on 06/02/2011 via FTP							
11	9	G10	4557D	33722	MILEAGE ALREADY REPORTED AS 33722	on 06/14/2011 via INITIAL ASSIGN							
12	3	G10	4608K	3315	MILEAGE ALREADY REPORTED AS 3315	on 06/02/2011 via FTP							
13	5	G10	5237K	6813	MILEAGE ALREADY REPORTED AS 6813	on 06/02/2011 via FTP							
14	10	G10	5303H	23301	MILEAGE ALREADY REPORTED AS 23301	on 06/02/2011 via FTP							
15	10	G10	5304H	27171	MILEAGE ALREADY REPORTED AS 27171	on 06/02/2011 via FTP							
16	3	G10	5761L	495	MILEAGE ALREADY REPORTED AS 495	on 06/02/2011 via FTP							
17	5	G10	5875L	3696	MILEAGE ALREADY REPORTED AS 3696	on 06/02/2011 via FTP							
18	9	G10	5882F	39194	VEHICLE NOT ASSIGNED	Remove this record from report							
19	5	G10	5887L	1252	MILEAGE ALREADY REPORTED AS 1252	on 06/02/2011 via FTP							
20	9	G10	6162K	2647	MILEAGE ALREADY REPORTED AS 2647	on 06/02/2011 via FTP							
21	7	G11	0917K	64015	MILEAGE NOT WITHIN 9999	Reconcile end mileage by comparing with previous month's billed. Difference mus							
22	4	G11	1346F	33818	VEHICLE NOT ASSIGNED	Remove this record from report							
23	3	G11	1405K	3536	MILEAGE ALREADY REPORTED AS 3536	on 06/02/2011 via FTP							
24	8	G11	6157G	16087	MILEAGE ALREADY REPORTED AS 17002	on 06/01/2011 via MILEAGE EXPRESS							
25	5	G11	6844F	36875	MILEAGE ALREADY REPORTED AS 36875	on 06/02/2011 via FTP							
26	5	G11	6845F	19668	MILEAGE ALREADY REPORTED AS 19668	on 06/02/2011 via FTP							
27	7	G11	7716G	24724	MILEAGE ALREADY REPORTED AS 24724	on 06/02/2011 via FTP							

As you can see, there are different reasons as to why a record can be kicked out by our system. And, depending on the specific error message, there are different actions you should take to remedy the rejected record (seen under Note in Column F). The next section describes these errors in more detail and offers suggestions as to how you can go about fixing them to avoid auto-estimations at the end of the month for tags not successfully reported.

V. Reconciling Rejected Records

The following is a comprehensive list of the error messages you may encounter, explanations of those errors, as well the actions you should take to prevent these errors from continuing in future reporting months:

Error Message	Explanation	Suggested Action
INVALID-CHECK REGION/CLASS/TAG	The reported class, tag, and/or region combination does not exist in our database.	Contact your FSR to request the tag look-up in URSA, and then reconcile region/class/tag.
VEHICLE NOT ASSIGNED	The vehicle is not in active status, it's most likely in disposal/storage.	Remove this record from the report/template.
CUSTOMER NOT FOUND	The customer record for this vehicle is missing/does not exist on our end.	Remove this record from the report/template.
MILEAGE ALREADY REPORTED	Mileage has already been reported for the current month and was accepted by our system.	Remove this record from the report/template.
SAME MILEAGE AS PREVIOUS MONTH	The reported mileage is the same as the mileage recorded for the previous month.	Reconcile end mileage so reported mileage > previous month's billed, contact FSR if necessary
MILEAGE NOT WITHIN 9999	Increase in miles is allowed when subtracting the previous billed mileage from the most recent reported mileage= 9999. In other words, the difference shouldn't be greater than 9999 between any two months.	Reconcile end mileage by comparing with previous billed, contact FSR if necessary

Some of these errors are very easy to fix, for instance the VEHICLE NOT ASSIGNED, CUSTOMER NOT FOUND, and MILEAGE ALREADY REPORTED errors could be removed from the file you upload for the current month. These records can also be removed for subsequent months barring these conditions do not change. In most cases the VEHICLE NOT ASSIGNED and CUSTOMER NOT FOUND can be removed from your template/centralized system altogether.

For the MILEAGE ALREADY REPORTED error, check to see if this record is being reported consistently by someone else in your Agency through Mileage Express, or if the mileage for the record was reported by DESC/GORP, or another automated reporting option. You may request that he/she discontinue reporting the vehicle in question as our system only accepts the first valid reported mileage per vehicle per month, regardless of reporting method used.

Errors regarding specific reported mileages (SAME AS PREVIOUS MONTH, MILEAGE NOT WITHIN 9999, END MILES ZERO) can be easy to fix by verifying the accuracy of reporting through internal processes, checking the odometer reading of the vehicle in question, and/or contacting your GSA Fleet Service Representative (FSR) for assistance and further explanation.

The INVALID-CHECK REGION/CLASS/TAG error occurs when the reported combination of region, class, tag do not correlate to the stored information in our system. When this error occurs, it requires a look-up on our end to confirm the vehicle's region/class/tag. Our experience indicates that the region is usually the culprit. If you do not know the correct value for these errors, please contact your FSR and provide him or her with the list of records that were rejected due to this error.

Depending on the number of error records in the exception report as well as the specific errors found in the file, you can reconcile these records and re-upload for processing on the same day as the original file was loaded, or any day up until the last business day of the month. This will ensure there are no discrepancies between what is reported and what is billed, as auto-generated mileage estimations are calculated for records that are not accepted by our system on the last day of the month. However, if this not possible, simply make these corrections for future months.

Once these errors are reconciled, you should not experience them in subsequent months. While there is no limit to how many times you can re-upload a file, mileages cannot change once they have been successfully updated in our system. The initial effort to fix these errors may take the most time and effort, but once completed, you will ultimately be rewarded with the satisfaction in knowing that what is reported is being reflected accurately on your Fleet bill(s).

VI. Re-Uploading Corrected Records

If/when the records on the exception report have been refined, please re-submit these records for processing by following the steps detailed in the “Uploading Your File” section. You can incorporate the corrections back to the original file/template and re-process the entire file again, or you can re-upload the corrected records only. Alternatively, you can use Mileage Express, and when applicable, DESC/GORP, to re-report these mileages. Whichever method you use, please keep in mind the cut-off date for reporting mileages is the last business day of the month.



Appendix A

FTP Mileage File Technical Requirements & Resources

The FTP Monthly Mileage Upload Tool is the latest enhancement to the FTP mileage reporting process. Instead of e-mailing mileage files to GSA every month, users can now upload mileage files using the Java-based tool in [GSA Fleet Drive-Thru](#) and then view the results in real-time.

Character Position:

1-3 = 32M

26-28 = Class (ex: G10, G41)

30-34 = Tag (5177F, 00421G)

37-42 = Mileage (must be 6 characters, 600 would be 000600) 45-48 = MMY (should be current month and year, ex= 0611)

Accepted File Types:

Via Drive-Thru's Monthly Mileage Upload Tool: Text (.txt) only
Via Email: Text (.txt) or Formatted Text Space Delimited (.prn)

Additional Resources:

The FTP Reference Guide can be downloaded from the following site and can be a useful resource in structuring an FTP Mileage File, particularly using MS Word as a means to count character spacing: <http://www.gsa.gov/portal/content/104227>



Appendix B

FTP FAQs

Q: What is FTP?

A: File Transfer Protocol (FTP) is an electronic method of transferring data instantaneously from one database to another. You can set up a reusable template for all of your GSA vehicles, and then you can send the vehicle mileages directly into our database with a click of your mouse.

Q: I am a current FTP user. Do I still need to register if I'm interested in using the Drive-Thru FTP Monthly Mileage Upload Tool?

A: Yes. Both existing and new FTP users will need to register to take advantage of this solution. To do so, please email drivethruhelp@gsa.gov.

Q: What is the date and time availability for using the Drive-Thru Monthly Mileage Upload Tool?

A: Registered customers can access and upload files using the Drive-Thru Monthly Mileage Upload Tool 24 hours a day, seven days a week. However, uploaded files will only run through our system's nightly cycle and be processed for billing on weekdays, excluding Federal Holidays and periodic system maintenance periods. When a file is uploaded during a weekend, Federal Holiday, or periodic system maintenance period, it will be processed the following business day.

Q: What is the exact deadline for uploading an FTP file each month?

A: Your FTP file needs to be uploaded by 3:30 pm (EST) on the last working weekday of the reporting month. However, please try to send your FTP file before the last business day of the month as this will allow for any corrections to be made with formatting issues and/or specific mileage/class/tag entries found on the exception report(s).

Q: What happens if I do not reconcile and re-report any of the rejected records found on the exception report?

A: As with any other reporting method, if vehicles go un-reported, the odometer reading for those vehicles will be subject to estimations at the end of the month by using a formula that

calculates driving frequency for each vehicle. However, not all error records found on the exception report require re-reporting, so you should refer to Section Five of this manual for the recommended course of action.

Q: What happens if I re-upload my file, with or without changes?

A: Without changes, you will receive the same exact confirmation and exception report as you did for the first upload. The re-reported records will be rejected and not interfere with the first uploaded file. When changes are made, only the reconciled entries derived from the original exception report for the month will be processed

Q: What if I accidentally uploaded a file that contains the wrong mileage entries? Can GSA stop it from processing?

A: If it is too late in the day or if the mileage entries are deemed valid by our system, they will be processed as reported. Only when you discover you uploaded the wrong file on the same day as it was uploaded will we be able to stop it from processing in our nightly cycle. If and when this occurs immediately contact your Fleet Service Representative (FSR). If you do not know who your FSR is please pull one of your valid tag numbers and contact the GSA Fleet Drive-thru helpdesk at 1-866-472-6711. They will be able to provide you the FSR contact information for the vehicle tag provided.